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# INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Sheet 1 of 1

## Complete if Known

Application Number	10/678,876; Confirmation NO. 1277
Filing Date	10/03/2003
First Named Inventor	Minh Duy Khuc
Art Unit	<del>2644</del> 2616
Examiner Name	Tri H: Phan
Attorney Docket Number	1202a

## NON PATENT LITERATURE DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
/TP/	1	DOSHI, BHARAT T., et al., "Protocols, Performance, and Controls for Voice over Wide Area Packet Networks," Bell Labs Technical Journal, October-December 1998, Lucent Technologies, Inc., 1998, pages 297-337	-

Examiner  
Signature

/Tri Phan/

Date  
Considered

06/11/2007

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> Applicant is to place a check mark here if English language Translation is attached.

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# ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18  
Stylesheet Version v18.0

Title of  
Invention

CALL CENTER COMMUNICATIONS SYSTEM FOR  
HANDLING CALLS TO A CALL CENTER

Application Number: 10/678876



Confirmation Number: 1277

First Named Applicant: Minh Khuc

Attorney Docket Number: 1202a

Art Unit: ~~2614~~ 2616

Search string: ( 5206903 or 5452350 or 5592541 or 5675635  
or 5828740 or 5940496 or 5991392 or 6141342  
or 6181703 or 6236722 or 6289094 or 6459788  
or 6473505 or 6470008 or 6529504 or 6175822  
or 6470081 or 6690664 ).pn.

## US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
/TP/	1	5206903	1993-04-27	Kohler et al.			
/TP/	2	5452350	1995-09-19	Reynolds et al.			
/TP/	3	5592541	1997-01-07	Fleischer, III et al.			
/TP/	4	5675635	1997-10-07	Vos et al.			
/TP/	5	5828740	1998-10-27	Khuc et al.			
/TP/	6	5940496	1999-08-17	Gisby et al.			
/TP/	7	5991392	1999-11-23	Miloslavsky			
/TP/	8	6141342	2000-10-31	Cheesman et al.			
/TP/	9	6181703	2001-01-30	Christie et al.			
/TP/	10	6236722	2001-05-22	Gilbert et al.			
/TP/	11	6289094	2001-09-11	Miloslavsky			
/TP/	12	6459788	2002-10-01	Khuc et al.			
/TP/	13	6473505	2002-10-29	Khuc et al.			
/TP/	14	6470008	2002-10-22	Khuc			
/TP/	15	6529504	2003-03-04	Sbisa			

/TP/	16	6175822	2001-01-16	Jones
/TP/	17	6470081	2002-10-22	Sbisa et al.
/TP/	18	6690664	2004-02-10	Khuc et al.

Signature

Examiner Name	Date
/Tri Phan/	06/11/2007